



# Top Citizen Request Report

Report Range: 12/1/2011 - 12/31/2011



Thomas M. Menino, Mayor

Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

## Public Works Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Schedule a Bulk Item Pickup	1793	N/A	9.1	N/A
Street Light Outages	601	10 biz days	38.3	48.0%
Request for Pothole Repair	391	2 biz days	6.5	93.9%
Missed Trash/Recycling/Yard Waste/Bulk Item	382	2 biz days	0.6	99.5%
Sidewalk Repair (Make Safe)	266	2 biz days	9.7	86.1%
Highway Maintenance	236	N/A	22.8	N/A
Recycling Sticker Request	184	2 biz days	1.3	98.4%
Graffiti Removal	182	45 biz days	36.7	73.5%
Pick up Dead Animal	104	1 biz days	0.0	98.1%
Requests for Street Cleaning	69	2 biz days	0.9	95.9%

## Inspectional Services Department - Code Enforcement Division

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Improper Storage of Trash (Barrels)	94	2 biz days	2.1	92.2%
Poor Conditions of Property	56	3 biz days	1.6	97.2%
Illegal Dumping	48	1 biz days	2.2	64.0%
Construction Debris Complaint	12	2 biz days	1.2	84.6%
Snow Removal Citation	11	5 biz days	0.9	100.0%

## Property and Construction Management

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Graffiti Removal	160	45 biz days	17.9	98.6%



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### Parks Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
New Tree Requests	173	720 cal days	243.7	90.2%
Tree Maintenance Requests	144	545 cal days	235.7	87.3%
Park Maintenance Requests	94	5 biz days	37.7	45.7%
Tree Emergencies	44	1 biz days	46.7	77.4%
Parks Lighting Issues	7	7 biz days	30.9	87.5%

### Boston Transportation Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Abandoned Vehicles	184	20 biz days	8.2	100.0%
Sign Repair	156	10 biz days	11.4	65.6%
Traffic Signal Repair	144	1 biz days	2.8	79.9%
New Sign, Crosswalk or Pavement Marking	68	45 cal days	22.3	89.5%
Parking Enforcement	41	2 biz days	8.8	93.0%

#### Column Definitions:

- Service Request: The type of service requested
- # of SR's: The number of service requests received during the reporting period
- Expected Days to Close Case: The timeframe the City expects it should take to close cases of this type
- Average Days to Close Case: The average number of days it took to close cases of this type during the period
- % of SR's Meeting Expectation: The percentage of service requests during the reporting period which were closed under the expected number of days of days

#### Please Note:

Not all requests for service are covered in this report. The list above only reflects the requests received through the CRM system for "basic city services" departments. While these departments receive a wide variety of daily requests, only the most frequent request types are listed. Additionally, multiple calls can be made for the same instance of work. For example, three individuals may report the same pothole before it is repaired. For this reason, the number of constituent requests for service is not a reliable measure of the total work done by the City.

For some service requests the expected days to close column is marked as "N/A." Specific goals are not available for these service requests types due to the complexity of the process for resolving these cases and/or the wide variation between individual cases of this type. However, City officials consistently monitor these case types along with all others to ensure the timely delivery of services.

For help with any service or question, call 617-635-4500 or visit [www.cityofboston.gov/mayor/24](http://www.cityofboston.gov/mayor/24).